

## Loss Prevention Week Voicemail Scripts

### Monday: Kick off 2010 Loss Prevention Week and Completion Activity

Who: Carl Simmers

DRAFT Script:

Every Task, the Right Way, Every Time. Hello, I want to welcome you to our first day of Loss Prevention Week. Our Theme this year is, Every Task, the Right Way, Every Time. I'm Carl Simmers Business Unit Manager for D&R and the Chairperson of the Incident and Injury Free Leadership Team. We have a number of events slated for Loss Prevention Week that you will be working on with your supervisor and work group.

Today Day # 1, as a new activity, we are going to ask you to do a completion exercise for 2009. This Completion exercise is our way of starting 2010 with fresh perspective. In groups, we will take a few minutes to reflect on our 2009 Safety accomplishments and acknowledge what worked for us so that we can intentionally build on those strengths going forward.

Day #2 will be Process Safety Management Day. We will differentiate between Personal and Process Safety, Identify High Risk Process areas, and some of the things we have in place to manage process safety well. Also, we will take a look at some of our findings from past incidents and how LPS tools can improve Process Safety.

Day #3 is Safety Tool Day – your supervisor will be handing out a Hazard Identification Wheel and LPSA Cards.

On Day #4 You will be asked to work on a personal or group loss prevention plan. Throughout the year we will follow up on our overall Theme: Every task, the right way, every time. Each quarter we'll refresh our Loss Prevention Plans from a new perspective. Our Goal for 2010: "Every Task, The right way, every time". Thanks.

### Tuesday: Process Safety Day

Who: Gary Ryan

DRAFT Script: Good morning, and welcome to day 2 of Loss Prevention week. My name is Gary Ryan and I'm the Operational Excellence and Process Safety Manager for Richmond Refinery. Today, I would like to share how we can use our LPS tools to improve process safety at the refinery.

The LPSA helps us assess the hazard, analyze our options and act to eliminate the risk. When applied to personal safety, we are protecting ourselves from cuts, pinch points, slips and falls. When applied to process safety, we may be preventing a fire, explosion or release of toxic materials. These incidents are typically larger and can impact the health and safety of more people.

Here are a couple of examples of how we can use LPS tools to eliminate process safety hazards.

- First, we can do an LPSA when participating in an HSE evaluation or a unit HAZOP. Think about "what is the worst thing that can happen" and assess what can be done to eliminate that risk.
- Second, we can do an LPO on key procedures. Operating and maintenance procedures can be the standard we assess against. If you find the procedure is unclear or has an error, we can get it corrected. Procedure LPOs can also be a good refresher to ensure we are following all the steps.

Remember, the purpose of PSM is to help ensure we all get to go home safely each and every day. Today we would like you to discuss how each of us can use the LPS tools to help promote both personal and process safety! Thanks.

### **Wednesday: Safety” Tool” Day**

Who: Jay Peterson

DRAFT Script: Voice Mail message –Welcome to Day Three of Loss Prevention Week. I am \_Jay Peterson, Maintenance and Reliability Manager for Richmond Refinery.

Today, during your Loss Prevention Week meeting, you will receive a Hazard Identification Wheel card.

The Chevron Way states that our highest priority is the health and safety of our workforce and protection of our assets and the environment. We as a company have achieved outstanding results in incident prevention although we still continue having incidents.

Inadequate Hazard Recognition was identified as one of the main causes of incidents by the Major Incident Study and one of the recommendations of the study was to develop a hazard identification tool.

The Hazard Identification tool has been developed to be used as a tool to augment your LPSA at the beginning of each task and when conditions change.

Today we would like for you to discuss how the Hazard Wheel is associated with effective LPSAs, and Stop Work Authority.

### **Thursday: Personal and Group Loss Prevention Plans**

Who: Tery Lizarraga

DRAFT Script: Good morning and welcome to Day 4 of Loss Prevention Week. I’m Tery Lizarraga, Manager of HES. Today our activity will be to complete either a Personal Loss Prevention Plan or a Group Loss Prevention Plan - depending on your work group. Each quarter we will review our Loss Prevention Plans that we create today and update them as needed.

I know we dedicate only a short period of time to “Loss Prevention Week” – but our challenge is to make safety and loss prevention live in every minute of every day for everybody working here...

Make your actions count towards reducing our risk all year long. Our Goal in 2010: Every Task, the Right Way, Every Time.